TL / PM Incident Report May 2012
As of **6/14/2012**

Technical Lead/Project Manager

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
		High	**Low**	**FCR Total**
Technical Lead/Project Manager	Mark Lowe	0 0	1 0	1 0
	Martin Gonzalez	1 1	1 1	2 2
	Assigned to Individual Total	1 1	2 1	3 2
Assigned Group Total		1 1	2 1	3 2

Technical Lead/Project Manager

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
		High	Low	MIR Total
Technical Lead/Project Manager	Mark Lowe	0 0	1 1	1 1
	Martin Gonzalez	1 0	1 0	2 0
	Assigned to Individual Total	1 0	2 1	3 1
Assigned Group Total		1 0	2 1	3 1

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Technical Lead/Project Manager

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

		Top Number - Total Incidents Bottom Number -Average time in hours		
Assigned Group	**Assigned to Individual**	**High**	**Low**	**ATTIR Total**
Technical Lead/Project Manager	Mark Lowe	0 0.00	1 1.02	1 1.02
	Martin Gonzalez	1 0.38	1 0.48	2 0.43
	Assigned to Individual Total	1 0.38	2 0.75	3 0.63
Assigned Group Total		1 0.38	2 0.75	3 0.63

Technical Lead/Project Manager

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Assigned Group	Assigned to Individual	High	Low	MR Total
Technical Lead/Project Manager	Mark Lowe	0 0	1 0	1 0
	Martin Gonzalez	1 1	1 0	2 1
	Assigned to Individual Total	1 1	2 0	3 1
Assigned Group Total		1 1	2 0	3 1

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Technical Lead/Project Manager

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
		High	Low	ATTR Total
Technical Lead/Project Manager	Mark Lowe	0 0.00	1 1.14	1 1.14
	Martin Gonzalez	1 3.64	1 0.65	2 2.15
	Assigned to Individual Total	1 3.64	2 0.89	3 1.81
Assigned Group Total		1 3.64	2 0.89	3 1.81

Technical Lead/Project Manager

Detail

INC000000523792	Loren Snodgrass	Application	Password	Gmail		TIR Missed: No		0.48
	Technical Lead/Project Manager	Martin Gonzalez	Technology Services	Low	Closed	TTR Missed: No		0.65
INC000000525248	Jeff Roe	Application	None	Novell GroupWise		TIR Missed: No		0.38
	Technical Lead/Project Manager	Martin Gonzalez	Trust Lands	High	Resolved	TTR Missed: Yes		3.64
INC000000525685	Jason Back	Application	Password	Bomgar		TIR Missed: Yes		1.02
	Technical Lead/Project Manager	Mark Lowe	Technology Services	Low	Resolved	TTR Missed: No		1.14